



Candidate Briefing Pack

Chief Executive Officer

August 2024

Welcome

Hello, I'm Melvin. I've been at MhIST for over 20 years. I have occupied the senior role for 14 years. Prior to that I led one of the main services that we offered at that time, before that. Well contact me for more.

MhIST, short for Mental Health Independent Support team and pronounced 'MIST' (the 'h' is silent) is a community mental health organisation. We provide for people in Bolton and only Bolton. We are also a 'user led' organisation. That means most of our board and employees plus about a two thirds of our volunteers have personal experience of poor mental health.

MhIST is a remarkable organisation: we meet lots of people many of whom are from excluded and seldom heard from communities. Our biggest successes happen when we listen to what these people have to say as this enables us to co-produce services and approaches that are valuable and suitable for a diverse range of people within the communities we serve and across society.

When we've done that people say that what we do is great and they feel as if they are part of the 'MhIST family'.

We are at the beginning of an exciting period of growth and transformation for MhIST and our new Chief Executive Officer will be central to us achieving the possibilities we see before us.

If you have a senior health or care sector background (or maybe you are passionate about mental health and creating stronger communities from a different background) and share our values, our passion and our belief, we're keen for you to apply for this important local role.



Dr Melvin Bradley. BSc(Joint Hons), MSc, DProf, DHC (honoris causa), FRSA.

CEO

A handwritten signature in black ink that reads "Melvin Bradley". The signature is written in a cursive style with a horizontal line underneath the name.

About us

Who we are

MhIST is the leading Bolton based mental health charity. We have built on over 30 years of experience working with people experiencing mental health problems in the community, in hospital and in supported environments. We take a broad view of mental health, and we work with anybody who professes a mental health problem.

What we do

MhIST is an innovative user-led organisation that provides a responsive, safe and confidential service that supports people with mental health challenges and their carers'. Our services are inclusive, responsive and creative. We are committed to supporting people to drive their recovery, develop self-management strategies, and respond positively to future challenges.










Our uniqueness comes from the personalised care we provide, through one-to-one support, talking therapies, self-help groups, employment advice and information and advocacy Services. We equip each individual with the skills, attitude and self-belief they need to go on to live a successful independent life in their community.

We are committed to creating a safe and non-judgemental space where people can receive a warm welcome and help to access the right support at the right time. We believe everyone has the right to be listened to, to be heard and to have a voice, that every individual is at the centre of decision making.

Our core values are to support vulnerable people to have a voice in their care and to secure their rights, represent their interests in care planning and obtain services to meet their bespoke needs. Specifically, we:

- Promote social inclusion;
- Promote health equality;
- Promote social justice.

Our year in numbers

Turnover in 2022/23	£366,467	
	8,091	Total interventions in 2022/23
Self-help service attendance	3599	
	2064	Talking therapy sessions delivered
Advocacy service interventions	1929	
	499	Young people supported
Growth in numbers 2022 – 2023	70%	
	77	Number of volunteers
Percentage of our staff team with lived experience of mental health problems or as a carer.	72%	

The landscape

The UK economy has shrunk by 9.8% - the worst contraction in 300 years - and over six million people are on Universal Credit, which is double the figure a year ago. Government borrowing is at its highest since war-time levels. As of August 2022, inflation hit 9.9%, contributing to the worst cost-of-living crisis England has seen in 30 years.

Bolton is ranked the 34th most deprived local authority in the country (out of 317). In 2015 it was ranked 46th, and in 2010 34th (adjusted to 2019 local authorities). So Bolton has become relatively more deprived since 2015 - but because it's relative a lower rank doesn't necessarily mean things have got worse in real life, they may just not have improved at the same rate as other areas around them.

Bolton is in the 20% of all Lower Super Output Areas within the 10% more deprived areas in England. In particular, 20% of children live in poverty and people with a disability and unemployment being the most disadvantaged. Life expectancy for both men and women is lower than the national average, and Bolton's suicide rate is higher than the average for England. Coupled with the COVID-19 crisis many service users are at greater risk of worsening mental and physical health. Isolation, fear, anxiety and uncertainty have caused further anxiety, inability to cope and increased stress.

Using mid 2022 LSOA population estimates, 26% of the Bolton population live in an area that is among the 10% *most* deprived nationally, while 45% of the population live in an area that is among the 20% most deprived nationally.

Deprivation remains at its greatest in the Wards of Halliwell, Crompton, Brightmet, Great Lever, Rumworth, and Farnworth, with pockets outside the town centre identifying Johnson Fold and Washacre.

The pandemic has also exacerbated the pre-existing challenges in the charity sector associated with mental health. Significant workforce shortages and high rates of turnover pose a real risk to the recovery of services and the quality of care, as well as to the health and wellbeing of colleagues. In addition, funding has become increasingly difficult to attract.

Our vision and values

Before, during and beyond the pandemic, our vision and values continue to drive everything we do - as an employer, support provider, and a trusted and respected community organisation.

Our vision

To deliver a friendly, safe and positive environment for people with mental health problems. Giving people the skills and tools to self-manage their emotional wellbeing.

The quality of our services means everything to us. The people we work with inspire us and in turn we look for new ways to inspire change. We owe it to the people we work with to grow and shape the future, because we believe in what we do.

Our values

Service user led. We are staunchly committed to reflecting the needs of users and involving members in decisions throughout the organisation. We encourage members to collaborate in service delivery and in the governance of the organisation.

Non-judgemental. We want to provide a friendly and safe environment so that everyone in our organisation feels accepted. We know that feeling judged makes our mental health worse.

Confidential. MhIST protects the confidentiality of everyone in the organisation. Poor mental health has made us and our members feel vulnerable and want to ensure that we do not contribute to those feelings.

Encouraging. MhIST provides an empowering environment that enables people to develop and grow as individuals. We make sure that everything we do is working with people towards their own goals.

Empathic. We champion the wellbeing of individuals and treat everyone with kindness. Respect and dignity are the cornerstones of our behaviour.

Key information

Location: 1st Floor, Moorland House, 116 Bark Street, Bolton. BL1 2AX.

Contract: Full-time (36.25hrs/week), permanent

Salary: £58-£60k per annum, depending on experience.

Annual leave: 22 days annual leave, rising with extended service to 27 days per year, plus statutory bank holidays.

Benefits: Pension scheme with 3% contribution from the organisation.

Opportunities for flexible working arrangements.

Ongoing training and development opportunities.

Role Responsibilities:

As our new CEO, you will manage MhIST efficiently, effectively, and safely, aligning with our strategic aims. You will shape plans, ensure governance, and advocate for mental health, maximizing service impact. This role requires an empathetic leader to inspire a culture of learning, inclusion, and support. Collaborating with our Senior Leadership team, you will manage resources, finances, and operations, maintaining high standards. Supported by a committed Board of Trustees, you will work on strategic direction and financial sustainability.

Requirements:

Experience of working as a CEO or senior leader for a purpose-driven organisation

Genuine passion for our mission with a proven track record of successful business development/fundraising

- Demonstrable experience in governance and compliance
- Experience of building a culture that promotes continuous learning, inclusion, collaboration, and accountability
- Demonstrable experience as a values-led, resilient and people-centred leader
- Strong financial acumen
- Excellent communication and influencing skills
- Understanding of challenges affecting the voluntary sector

Role description

Responsibilities	
Leadership	
	Develop and implement MhIST's strategic plan in collaboration with the Board of Trustees focus on improving mental health support and outcomes whilst maintaining a commercially viable and sustainable charity.
	Ensure organisational activities align with MhIST's vision and values.
	Monitor and evaluate the effectiveness of MhIST's services and programs. Be pragmatic to change and development of our services depending on user needs and external factors.
Governance	
	Ensure the organisations policies and practices are up to date and comply with relevant legislation.
	Support the recruitment, selection and onboarding of new Board members.
	Fulfil the obligations and governance duties of Company Secretary including annual report to Companies house and the charity commission.
	Ensure effective risk management practices are in place.
	With the support of the team, develop and maintain effective operational policies and processes in all the charity's functions. Review and update scope and content to meet legal, regulatory and best practice needs.
	Attend Board meetings providing inputs including but not limited to; funding pipeline, budget and forecast, health and safety incidents and safeguarding.
Leadership & People	
	Lead, motivate and inspire MhIST's staff and volunteers and lead by example.
	Foster a diverse and inclusive organisational culture which; <ul style="list-style-type: none"> • promotes the empowerment of people who experience mental health and emotional wellbeing issues, helping them to speak out. • practices anti-discrimination behaviour.
	Deal with staff issues and escalations.
	Escalate operational matters in Board meetings and cascade key decisions and outcomes with the team leaders.
	Ensure all staff and volunteers are trained and coached to be competent in their roles, offer the best service to our community and able to act as trusted ambassadors for MhIST.
Finance	
	Ensure robust financial management of the Charity, including generating budgets, preparing annual accounts and overseeing all required reporting.

	Lead and direct the financial planning, forecasting, control, reporting and management of the organisation's finances and resources, to include support for, and engagement of, directors/trustees and board and sub-groups to ensure regulatory compliance and sustainable organisational growth.
	With support from the MhIST Board executive responsibility for the financial leadership of the charity, including forecasting and strategic budget leadership.
Fundraising & Income Generation	
	Ensure financial sustainability through the development of a robust income generation strategy to secure ongoing funding from diverse sources.
	Cultivate and manage the relationships with new and existing key funding and delivery partners including commissioners, trusts, and corporate funders, and promote the organisation to potential major donors.
	Write or supervise the writing of tenders, attend tender interviews and maintain and develop the relationship with commissioners.
	Develop and maintain a healthy fundraising pipeline in collaboration with staff to enable all services to be sustainable and developed further, and new projects are introduced in line with our mission and our evolving community needs.
	Be the main point of contact for commissioners and other funders, optimising opportunities for new growth areas.
	Remain up-to-date with the local and national funding landscape for mental health support.
Stakeholder Engagement, Community	
	Act as the primary spokesperson for the charity (internally and externally), representing the organisation at events, in the media, in mental health advocacy efforts, with government and peers.
	Build and nurture relationships with funders, mental health professionals, partners, government agencies, academic institutions (such as The University of Bolton and UCLAN) and other stakeholders.
	Networking and remaining abreast of issues, policy, risks and opportunities facing MhIST and the wider sector.
	To hold senior safeguarding and mental capacity act roles within MhIST.

Person specification

Essential Qualifications & Experience	
1	Proven experience in a senior leadership role within the non-profit, charity, or mental health sector.
2	Experience developing and implementing strategic plans.
3	Strong financial management skills including budgeting and financial reporting.
4	Experience in fundraising and income generation.
5	Experience working with a Board of Trustees.
6	Experience of handling complex safeguarding issues.
Desirable Qualifications & Experience	
1	Knowledge of relevant legal and regulatory requirements related to mental health services.
2	Public speaking experience and experience in public relations.
3	First hand experience or knowledge of mental health issues and its impacts.
4	An entrepreneurial flair with an ability to exploit commercial opportunities.
Skills & Competencies	
1	Excellent stakeholder management skills – ability to build and nurture important relationships with a diverse range of stakeholders.
2	Strategic thinker with the ability to lead and inspire others.
3	Strong organisational skills and ability to prioritise conflicting demands.

How to apply

All applications must be received by 09:00 on Monday 9th September 2024.

All applications must be sent to jobs@mhist.co.uk, quote the reference 'CEO' and include:

- A full curriculum vitae
- Please respond to the following areas in your covering letter:

Your experience as a senior leader in a voluntary, community and social enterprise sector, user-led, purpose-driven or service delivery organisation.

Your familiarity with mental health challenges and how this resonates with you.

Your experience/knowledge in relation to the Person Specification

- Contact details for two referees (who will not be contacted without your permission).
- A contact email address and telephone number.

Key dates:

Application deadline	09:00 9 th September 2024
Shortlisting	9 th September 2024
Interview date	Monday 23 rd September 2024

Please note that we will focus on your demonstrable experience and potential in the above areas and do not expect candidates to have experience in all responsibilities outlined in the job description. If you would like a call to discuss the role in more detail, please email Melvin Bradley to arrange a convenient time at melvin.bradley@mhist.co.uk. Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability, and potential. Please contact us if you require any assistance or adjustments so that we can help with making the application process work for you.